



CITY OF ATLANTA

Job Announcement

TELECOM SPECIALIST, SENIOR

STARTING SALARY: \$37,125
Salary Grade 17

Applications Accepted From: March 6, 2006 until Vacancy is filled

Minimum Job Requirements*

Persons applying for this position must have an associate degree in Information Technology or a related field and must have at least five (5) years experience supporting telecom systems in an enterprise environment. Applicant must be able to recommend, implement, support and troubleshoot devices and services required by the City's telecom users. Knowledge of the following required: Nortel and Avaya PBX; digital key systems and peripherals; wireless telecommunications devices including cellular phones, PDAs (Blackberry); pagers; cellular data technologies; IVR and ACD systems; VoIP. Applicant must be able to manage multiple projects; document telecom environment and services; manage City subcontractors and service providers; maintain City service level agreements (SLAs). Formal PBX system training is desirable. Equivalent combinations of training and experience will be determined under prescribed guidelines.

Duties for this Job

The Senior Telecom Specialist will be part of the telecommunications team providing telephone, wireless devices, cable television, inside wiring and other telecom services to the City's end users. The senior telecom specialist must develop standards for all telecommunications systems and services; must respond to departmental and end user requests for telecommunication service in a timely manner; must resolve all problem issues, which may include escalating to telecom providers, coordinating repair of circuits or systems, or providing direction to the end user. The specialist must develop and provide end user telecommunications training programs to be delivered via the City's intranet or in a classroom setting. The senior specialist must be able to manage multiple projects; must be document the configuration of all systems and circuits; and track daily and weekly activities through the Help Desk system. Duties may require after hours support. The telecom specialist will report to the Network/Telecom Manager, and must coordinate activities with other IT divisions to meet the department's overall objectives.

To Apply For This Job

Applications will be accepted weekdays during the hours 8:30 a.m. - 4:30 p.m., Monday through Friday.

Resumes will not be accepted in lieu of application.

Apply at: Department of Human Resources, 68 Mitchell Street SW, Suite 2120, Atlanta, GA 30303

Phone: (404) 330-6369 www.atlantaga.gov FAX: (404) 658-6157

Affirmative Action/Equal Opportunity Employer

The City of Atlanta is an Equal Opportunity Employer and does not discriminate on the basis of Race, Sex, Age, National Origin, Religion, Sexual Orientation or Physical/Mental Disability (Except where physical requirements constitute a bona fide occupational qualification.)

APPLICANTS WHO MEET THE ABOVE REQUIREMENTS ARE PLACED ON THE ELIGIBLE REGISTER IN THREE CATEGORIES: QUALIFIED, WELL QUALIFIED, HIGHLY QUALIFIED.

The Examination For This Job Will Consist Of An Evaluation of Applicant Training And Experience.

*Verification is required prior to appointment.

3/06/2006

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